ALCATEL 2040G

Quick Start Guide

www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 19 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 1.5 cm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

The mobile phone is in compliance with the requirement of EN 60950-1: 2006 amendment A12: 2011. There will appear a warning box when the volume level is over 9. If the user selects in the warning box, the volume can be increased and the phone will repeat the acknowledgement more than once every 20h of cumulative listening time.

PROTECT YOUR HEARING

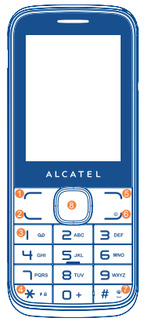
To prevent possible hearing damage, do not listen at high volume levels for long periods. Caution when holding your device near your ear while the loudspeaker is in use.

ALCATELonetouch

English - CJB184MALAAA

1 Your mobile.....

ALCATEL 2040G



1. Left soft key
2. Call log (Idle screen) Send call
3. Voicemail (long press)
4. Lock Key (long press key)
5. Right soft key
6. Power on/Power off End call
7. Vibration alert
8. Navigation key : Menu/Confirm an option

1.1 Keys

Navigation key
Confirm an option (press the middle of the key)

Access to call log (idle screen)

Power on/off the handset (long press)
End call
Return to idle

Left soft key

Right soft key

Dial the voicemail number (long press)

From Idle screen
- Short press: enter zero
- Long press: +, "+" are used for dialing an international call.
- Press longer: Input P/W, "P" and "W" are used for calling the extension.

In Edit mode:
- Short press: access the Symbols table
  0 (Add numbers)

From Idle screen
- Short press: Input "*"
- Long press: Lock keypad

In Edit mode:
- Short press: change input methods

From Idle screen
- Short press: Input "#"
- Long press: activate/deactivate the vibrator

In Edit mode:
- Short press: space

1.2 Idle screen icons

Battery charge level.

Vibrate mode: your phone vibrates, but neither rings nor beeps.

Headset connected.

Silence mode: your phone neither rings, beeps nor vibrates.

Alarm clock programmed.

Voicemail message arrived.

Missed calls.

Roaming.

Level of network reception.

Message unread.

MMS unread.

Call divert.

Message full.

Bluetooth activated.

2 Getting started .....

2.1 Set-up

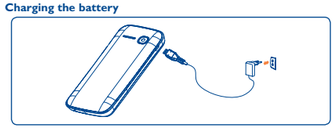
Removing and installing the back cover

Removing and installing the battery

Inserting and removing TF card

Inserting and removing SIM

Charging the battery



Connect the battery charger to your phone and mains socket respectively.

- The charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
- When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery ( ).
- To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.

The charge is complete when the animation stops.

2.2 Power on your phone

Hold down the key until the phone powers on.

2.3 Power off your phone

Hold down the key from the idle screen.

3 Calls.....

3.1 Making a call

Dial the desired number, press the key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the . To hang up the call, press the key.

Making an emergency call

If your phone is covered by the network, dial emergency number and press the key to make an emergency call. This works even without a SIM card and without typing the PIN code or unlocking the keypad.

3.2 Calling your voicemail (1)

You can see SIM voice mail in this menu.

3.3 Receiving a call

When you receive an incoming call, press the key to talk and then hang up using the key.

3.4 Available functions during the call

During a call, you can use your directory, short messages, etc. without losing your correspondent.

(1) Contact your network operator to check service availability.

4 Messages .....

4.1 Create SMS

From the main menu select "**Messages**" to create text message. You can type a message send it to a recipient in the SIM card directory. You can type a message, and you're also able to insert a pre-defined message from "**Templates**". While writing a message, select "**Options**" to access all the messaging options.

Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

4.2 Create MMS

Select Messages-Options-New chat-Options-Add subject, it will switch to MMS interface automatically.

5 Contacts.....

5.1 Consulting your contacts

To access the directory from the idle screen, press the key and select the icon from the menu.

5.2 Adding a contact

Select the directory in which you wish to create a file, press the "**Options**", select "**New**" then save it to "Phone" , "SIM Card" as you like.

6 Call logs .....

You can access your call memory by pressing from the idle screen, or press the key and select the icon from the menu.

In this menu, you will see Missed call(s), Dialed call(s), Received call(s) and Rejected call(s), etc.

7 Camera .....

This function enables you to take pictures. Press to take the picture.

8 Music .....

Use this function to play audio files. Press to play/pause the audio player, short press or to last or next audio, in audio player interface, press and to tune volume.

9 Videos .....

Use this funtion to play video files. Press to play/pause the video player, short press and to tune volume; press or to last or next video.

10 FM radio .....

Your phone is equipped with a radio. You can use the application as a traditional radio with saved channels. In FM radio interface, press to play/pause the playing process of the current channel, press and to tune volume.

11 Recorder.....

Use this function to record audio files. The phone support WAV and AMR. The recording file you stopped will be stored in record file list automatically.

12 My files.....

The phone provides a certain space for users to manage files and support the memory card. The capacity of the memory card is selectable. You can use the file manager to conveniently manage various directories and files on the phone and the memory card.

13 Games.....

A game name Snake was embedded in the phone, for more information please refers to "help" in the game.

14 Profiles.....

With this menu, you may personalize ringtones for different events and environments.

15 Alarm.....

Your mobile phone has a built-in alarm clock with snooze feature.

16 Calculator.....

Press the up, down, left, right and OK key to select +, - ×, ÷ and = respectively.

Press to delete the figure.

17 Calendar.....

Once you enter this menu, there is a monthly-view calendar for you to view the date; you can go to any day you want.

18 Fake call.....

You can create fake call through this function.

19 Call filter.....

You can filter the calls you don't want to get through this function.

20 Services .....

STK service is the tool kit of SIM card. This phone supports the service function .The specific items depend on SIM card and network. Service menu will be automatically added to the phone menu when supported by network and SIM card.

21 Settings.....

From the main menu, select the menu icon and select the function of your choice in order to customize your telephone: **Phone settings**, **Call settings, Connections, Security** and **Restore factory setting**.

22 Bluetooth .....

You can transfer data, such as music to other device using Bluetooth. Search the device and accept/transfer data. The received data is automatically stored in the directory

23 Input mode.....

This mode allows you to type a text by choosing a letter or a sequence of characters associated with a key. Press the key several times until the desired letter is highlighted. When you release the key the highlight character is inserted into the text.

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Safety and use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY:

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

• CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

At over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

• PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• BATTERY:

Before removing the battery from your phone, please make sure that the phone is switched off.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery.
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60°C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.

This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• CHARGERS

Mains powered chargers will operate within the temperature range of: 0°C to 40°C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Due to the used enclosure material, the mobile phone shall only be connected to a USB Interface of version 2.0 or higher. The connection to so called power USB is prohibited. The adapter shall be installed near the equipment and shall be easily accessible. This charger is for indoor use only.

• RADIO WAVES:

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900	0.524 W/kg
Body-worn SAR	GSM 900	0.750 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 1.5 cm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

For more information you can go to www.alcatelonetouch.com

Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 1.5 cm away from the body.

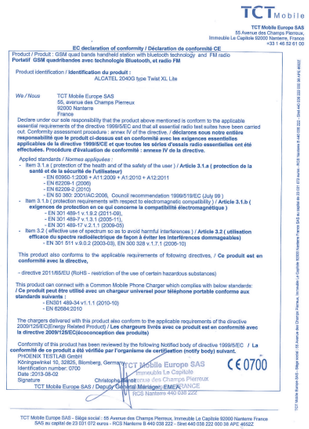
• LICENCES

microSD Logo is a trademark.

ALCATEL 2040G

• Regulatory information

The following approvals and notices apply in specific regions as noted.


TCT Mobile

TCT Mobile Europe SAS
55 Avenue des Champs Pierreux,
Immeuble Le Capitole 92000 Nanterre, France
+33 1 46 52 61 00

EC declaration of conformity / Déclaration de conformité CE

Product / Produit : GSM quad bands handheld station with bluetooth technology and FM radio
Portatil GSM cuadribandas avec technologie Bluetooth, et radio FM

Product identification / **Identification du produit :**
ALCATEL 2040G type Twist XL Lite

We / Nous TCT Mobile Europe SAS
55, avenue des Champs Pierreux
92000 Nanterre
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/EC and that all essential radio test suites have been carried out. Conformity assessment procedure : annex IV of the directive. / **déclarons sous notre entière responsabilité que le produit ci-dessus est en conformité avec les exigences essentielles applicables de la directive 1999/5/CE et que toutes les séries d'essais radio essentielles ont été effectuées. Procédure d'évaluation de conformité : annexe IV de la directive.**

Applied standards / Normes appliquées :
- Item 3.1 a (protection of the health and of the safety of the user) / **Article 3.1 a (protection de la santé et de la sécurité de l'utilisateur)**
  - EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011
  - EN 62209-2:2010
  - EN 62209-1:2006
  - EN 50 360: 2001/AC:2006, Council recommendation 1999/519/EC (July 09)
- Item 3.1 b (protection requirements with respect to electromagnetic compatibility) / **Article 3.1.b (exigences de protection en ce qui concerne la compatibilité électromagnétique)**
  - EN 301 489-1 v1.9.2 (2011-09),
  - EN 301 489-7 v 1.3.1 (2005-11)
  - EN 301 489-17 v2.1.1 (2009-05)
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) / **Article 3.2 (utilisation efficace du spectre radioélectrique de façon à éviter les interférences dommageables)**
  - EN 301 511 v 9.0.2 (2003-03), EN 300 328 v 1.7.1 (2006-10)

This product also conforms to the applicable requirements of following directives, / **Ce produit est en conformité avec la directive,**

- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)

This product can connect with a Common Mobile Phone Charger which complies with below standards: / **Ce produit peut être utilisé avec un chargeur universel pour téléphone portable conforme aux standards suivants :**
- EN301 489-34 v1.1.1 (2010-10)
- EN 62684:2010

The chargers delivered with this product also conform to the applicable requirements of the directive 2009/125/EC(Energy Related Product) / **Les chargeurs livrés avec ce produit est en conformité avec la directive 2009/125/EC(écoconception des produits)**

Conformity of this product has been reviewed by the following Notified body of directive 1999/5/EC / **La conformité de ce produit a été vérifiée par l'organisme de certification (notify body) suivant.**
PHOENIX TESTLAB GmbH
Königswinkel 10, 32825, Blomberg, Germany

Identification number: 0700
Date: 2013-08-02
Signature
TCT Mobile Europe SAS / Deputy General Manager, EMEA

TCT Mobile Europe SAS
Immeuble Le Capitole
55 avenue des Champs Pierreux
92 000 Nanterre 440 598 222

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TCT Mobile Europe SAS - Siège social : 55 Avenue des Champs Pierreux, Immeuble Le Capitole 92000 Nanterre France
SAS au capital de 23 031 072 euros - RCS Nanterre B 440 039 222 - Siret 440 039 222 000 39 APE 4652Z

General information .....

- **Internet address:** www.alcatelonetouch.com
- **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our website.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: **www.alcatelonetouch.com**

Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.

CE 0700

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatelonetouch.com.

Protection against theft (1)

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

(1) Contact your network operator to check service availability.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCT Mobile has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and handsets in complying with Intellectual Property rights. TCT Mobile will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this handset or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCT Mobile disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCT Mobile, may be subject to paid updates and upgrades in the future; TCT Mobile waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the handset is used; in no event shall the list of possible applications and software provided with the handsets be considered as an undertaking from TCT Mobile; it shall remain merely as information for the purchaser. Therefore, TCT Mobile shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCT Mobile reserves the right at any time to add or remove Third Party Materials from its handsets without prior notice; in no event shall TCT Mobile be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

Warranty.....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months (1) from the date of purchase as shown on your original invoice.

Batteries (2) and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months (1) from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

(1) The warranty period may vary depending on your country.

(2) The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,

2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,

3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,

4) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation…

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCT Mobile Limited or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

Troubleshooting.....

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- You can use reset by press power key+# *. ALL User phone data: contacts, photos, messages and files, downloaded applications will be lost permanently.

and carry out the following checks:

My phone is frozen or cannot switch on
- Check the battery contacts, remove and reinstall your battery, then turn your phone on.
- Check the battery power level, charge for at least 20 minutes.
- If it still does not work, please reset the phone using the **power** key and the # *.

My phone has not responded for several minutes
- Remove and re-install the battery, then restart the phone.

My phone turns off by itself
- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not mis-contacted due to unlocked screen.
- Check the battery charge level.
- If it still does not work, please use User Data Format to reset the phone.

My phone cannot charge properly
- Make sure you are using an ALCATEL ONE TOUCH battery and the charger from the box.
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

My phone cannot connect to a network or "No service" is displayed
- Try connecting in another location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded.

My phone cannot connect to the Internet
- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card
- Make sure the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

Unable to make outgoing calls
- Make sure you have dialed a valid number and pressed the key.
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in flight mode.

Unable to receive incoming calls
- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in flight mode.

The caller's name/number does not appear when a call is received
- Check that you have subscribed to this service with your operator.
- Your caller has concealed his/her name or number.

I cannot find my contacts
- Make sure your SIM card is not broken.
- Make sure your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

The sound quality of the calls is poor
- You can adjust the volume during a call by pressing the **Up/Down** key.
- Check the network strength.
- Make sure that the receiver, connector or speaker on your phone is clean.

I am unable to use the features described in the manual
- Check with your operator to make sure that your subscription includes this service.
- Make sure this feature does not require an ALCATEL ONE TOUCH accessory.

When I select a number from my contacts, the number cannot be dialed
- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

I am unable to add a contact in my contacts
- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories).

My callers are unable to leave messages on my voicemail
- Contact your network operator to check service availability.

I cannot access my voicemail
- Make sure your operator's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I am unable to send and receive MMS
- Check your phone memory availability as it might be full.
- Contact your network operator to check service availability and check MMS parameters.
- Verify the server centre number or your MMS profile with your operator.
- The server centre may be swamped, try again later.

SIM card PIN locked
- Contact your network operator to obtain the PUK code (Personal Unblocking Key).

I am unable to download new files
- Make sure there is sufficient phone memory for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your operator.

How to make your battery last longer
- Make sure you follow the complete charge time (minimum 4 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Switch on the backlight upon request.
- Exit background-running applications if they are not being used for a long time.

The phone will become warm following prolonged calls, game playing, internet surfing or running other complex applications.
- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.

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